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August 14, 2012

VIA ELECTRONIC FILING

Jocelyn G. Boyd, Esquire
Chief Clerk & Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

Re: Application of Tega Cay Water Service, Incorporated for Adjustment of Rates and Charges and Modifications of Certain Terms and Conditions for the Provision of Water and Sewer Service
Docket No. 2012-177-WS

Dear Ms. Boyd:

Enclosed please find an e-mail received from an interested consumer by the South Carolina Office of Regulatory Staff ("ORS") in the above referenced matter. A review of this docket on the Public Service Commission of South Carolina's ("Commission's") website shows that the consumer's e-mail has not been filed. By this letter, ORS is providing a copy of the e-mail so that the consumer may be added to the consumer comments posted on the Commission's website.

Respectfully Submitted,

Jeffrey M. Nelson

Enclosure

cc: Scott Elliott, Esquire (via e-mail)
Charles L.A. Terreni, Esquire (via e-mail)
John M.S. Hoefer, Esquire (via e-mail)
Benjamin P. Mustian, Esquire (via e-mail)

From: molly.gassel@wellsfargo.com [<mailto:molly.gassel@wellsfargo.com>]

Sent: Tuesday, August 14, 2012 11:18 AM

To: Nelson, Jeff

Subject: Protest on Docket 2012-177-WS

Mr. Nelson,

Please accept this note as protest against the rate hike requested by Tega Cay Water Service. I find the request both an annoyance, in light of the recent letter from TCWS suggesting we have elevated lead in our water, and an insult, considering I have to wipe black sludge off every water faucet in the house before they can be used each day (I'm attaching a photo of the sludge I had to wipe off our powder room faucet this morning before I could wash my hands in that water). Their product and delivery should meet some simple standards before they are entitled to yet another rate increase on top of rates that already exceed those of some other local water providers.

To add to the insult, every customer service interaction I've had with TCWS has been appalling. If there were an option I'd strongly prefer that the business be awarded to another utility provider.

Molly Gassel
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Tega Cay, SC 29708

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